

## **RFP# 3000014726**

### **ADDENDUM # 1 - APRIL 16, 2020**

Reference Request for Proposals #3000014726 soliciting Proposals from any qualified proposers to provide Administration of Louisiana Unemployment Compensation Program.

Addendum #1 includes responses to written questions received by the deadline stated in the Request for Proposals ("RFP") and provides revisions to the RFP.

Due to the COVID-19 Public Health Emergency declared by Governor John Bel Edwards in Proclamations 2020-41, 2020-37, 2020-32, 2020-30, 2020-27, and 2020-25, electronic proposal delivery is being utilized for this RFP.

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED REQUEST FOR PROPOSALS. PROPOSERS SHOULD FREQUENTLY CHECK LAPAC FOR ANY ADDITIONAL ADDENDA FOR THIS RFP.

**NOTE: Submit all proposals under RFP# 3000014726 as listed in LaPac. The RFP document itself (cover page) has five zeros instead of the correct number of four zeros.**

### **QUESTIONS AND ANSWERS:**

1. Question: Is there a way to submit the RFP online? We are all so busy with COVID-19 right now and researching to keep our clients informed so I want to make sure that I have a clear understanding of how we can submit an RFP the quickest and easiest.

Answer: Yes. See revisions to the RFP below. E-mail submissions are the only acceptable method of delivery. Fax, mail, and courier delivery shall not be acceptable.

2. Question: Ms. McCallum-is it required to fill in on the Sample Contract all the blue highlighted text areas? If so, then where would we find Click here to enter the Attachment identification letter or number this identification letter or number under the Scope of Services?

Answer: For submission of Proposals, it is not required to fill in the blue highlighted text areas on the Sample Contract. These areas will be filled in once the RFP is awarded and the contract preparation is in process with the successful vendor. The Sample Contract is included in the RFP to give Proposers an example of what provisions are included. Proposers must submit any requested deviations to the sample provided with their proposal, as directed in the RFP.

3. Question: In the RFP where it states: Proposer shall provide documentation substantiating this mandatory requirement. What exactly is the State looking for? Is responding that we will comply with the requirement substantial enough? The section I am referencing is under 1.8.1 Mandatory Qualifications.

Answer: Referring to Section 1.8.1, Mandatory Qualifications, #3 and #4.

Proposer(s) shall submit supporting documentation which the Proposer(s) deem(s) sufficient to show the Proposer(s)' ability, and evidence that it meets the mandatory requirements for Mandatory Qualifications, Section 1.8.1, Numbers 3 and 4.

4. Question: Section 1.9 states that Proposals submitted for consideration should follow the format and order of presentation described below:

I do understand to follow the flow from 1.9.1 through 1.11 but are we to also include 1.12 through 1.47 as these sections seem to be for informational purposes?

Answer: Following the flow from 1.9.1 through 1.11 is correct. While sections 1.12 through 1.47 contain more information for the Proposers, Proposers should be aware of, and respond to those sections that require information that proves the Proposers ability and evidence to meet the requirements of the RFP. It is preferred to keep the current format and order of presentation in these sections.

5. Question: Given the circumstances facing the country, would the State of Louisiana's Office of Human Resources consider accepting proposals by email rather than mail? Access to printing facilities is limited and this would help ensure on-time delivery of proposals.

- a) Alternatively, will an amendment extending the due date be offered in lieu of the current situation?

Answer: Yes. See Response to Question 1.

- a) Proposals are still due by April 30, 2020. The State reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP at any time. Addenda, if any, will be posted at:

<https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

6. Question: Does the State of LA utilize a central HRIS system for all 400+ agencies covered within the Scope of this RFP?

Answer: A central HRIS system is utilized by the major state departments within the Executive Branch. Universities, boards and commissions, and other agencies/quasi-agencies normally operate under different HRIS systems.

7. Question: How does the State of LA currently process unemployment claims?

Answer: The State of Louisiana utilizes a third party administrator to process unemployment claims.

8. Question: If the State of LA uses a third party platform: a) What pricing is being charged to the State for each claim and hearing fulfilled by provider? b) Are all 400+ agencies using the same platform? c) Of the 1,208 claims in 2019, how many were protested? d) What was the protest win rate?

Answer: a) No separate pricing for claims or hearings. Pricing includes a single contract fee billed monthly. b) All 400+ account numbers that are listed normally are represented by the third party administrator. However, some agencies may elect to administer their own unemployment compensation program. c) In 2019, 543 claims were protested. d) The protest win rate was 91.6%.

9. Question: How does the State of LA handle Unemployment Claims Hearings? a) Does a third party provider represent you at these hearings?

Answer: Unemployment claims hearings are handled by the third party administrator, primarily by telephone hearings. a) Yes.

10. Question: How does the State of LA process payroll? a) If through a third party, which platform is being used and do all agencies utilize the same system? b) If not through a third party, what platform is being used and do all agencies utilize the same system?

Answer: It is not relevant to this RFP.

11. Question: May HIREtech schedule a demo of our platform as part of our RFP submission?

Answer: No.

**AMENDMENTS TO THE FOLLOWING SECTIONS IN THE RFP ARE BELOW:**

***Section 1.6 Schedule of Events (ORIGINAL TEXT)***

<u>Event</u>	<u>Date</u>
RFP advertised in newspapers and post to LaPac	March 19, 2020
Deadline for receipt of written inquiries	April 2, 2020, 4:00 PM, Central Daylight Time
Deadline to answer written inquiries	April 16, 2020

Deadline for receipt of proposals	April 30, 2020, 4:00 PM, Central Daylight Time
Notice of Intent to award announcement, and 14-day protest period begins, on or about	June 4, 2020
Contract execution, on or about	September 1, 2020

**NOTE: The State of Louisiana reserves the right to revise this schedule. Revisions, if any, before the Proposal Submission Deadline will be formalized by the issuance of an addendum to the RFP.**

***Section 1.6 Schedule of Events (REVISED TEXT)***

<u><b>Event</b></u>	<u><b>Date</b></u>
RFP advertised in newspapers and post to LaPac	March 19, 2020
Deadline for receipt of written inquiries	April 2, 2020, 4:00 PM, Central Daylight Time
Deadline to answer written inquiries	April 16, 2020
Deadline for receipt of <b>electronic proposals only</b>	April 30, 2020, 4:00 PM, Central Daylight Time
Notice of Intent to award announcement, and 14-day protest period begins, on or about	June 4, 2020
Contract execution, on or about	September 1, 2020

**NOTE: The State of Louisiana reserves the right to revise this schedule. Revisions, if any, before the Proposal Submission Deadline will be formalized by the issuance of an addendum to the RFP.**

***Section 1.7 Proposal Submittal (ORIGINAL TEXT)***

Firms or individuals who are interested in providing services requested under this RFP must submit a proposal containing the mandatory information specified in the section. The proposal must be received in hard copy (printed) version by the RFP coordinator on or before the date and time specified in the Schedule of Events. Fax or e-mail submissions shall not be acceptable. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered at the Proposer's expense to:

Pamela McCallum  
Division of Administration, Office of Human Resources  
P.O. Box 94095  
Baton Rouge, LA 70804-9095  
(225) 342-6060

For courier delivery, the street address is 1201 North Third Street, Suite 3-130, Baton Rouge, LA 70802 and the telephone number is (225) 342-6060. The responsibility shall solely lie with each Proposer to ensure their proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

***Section 1.7 Proposal Submittal (REVISED TEXT)***

Firms or individuals who are interested in providing services requested under this RFP must submit an electronic proposal containing the mandatory information specified in the section. The proposal must be received by electronic copy to the email address below on or before the date and time specified in the Schedule of Events:

Email: [OHRProposals@la.gov](mailto:OHRProposals@la.gov)

E-mail submissions are the only acceptable method of delivery. Fax, mail, and courier delivery shall not be acceptable. Proposers e-mailing their proposals should allow sufficient time to ensure receipt of their proposal by the time specified.

The proposal package must be emailed to: [OHRProposals@la.gov](mailto:OHRProposals@la.gov) with the Subject Line: RFP# 3000014726 Proposal Submission – [Proposer Name]. If the file size of the email submission exceeds server requirements, the email submission may be broken into smaller emails with "Part 1 of \_\_\_\_" included at the end of each original Subject Line (e.g. RFP# 3000014726 Proposal Submission – [Proposer Name] – Part 1 of 3).

Proposals submitted should be on 8½ x 11 inch size paper (standard letter size paper). Proposals will be printed in black and white. Proposers should account for how color graphics and fonts will appear in black and white.

The State assumes no liability for assuring accurate/complete e-mail transmission and receipt. The responsibility solely lies with each Proposer to ensure their proposal is received at the specified email address prior to the deadline for submission. Proposals received after the deadline, corrupted files, and incomplete submissions (e.g. Part 1 and Part 2 of 3 are received, but Part 3 is not) will not be considered.

***Section 1.8.1 Mandatory Qualifications: (ORIGINAL TEXT)***

Proposers must meet the following qualifications prior to the deadline for receipt of proposals.

1. Proposer must have experience in managing Unemployment Compensation Programs for the State of Louisiana OR at least one (1) public entity of similar, or larger, size, and complexity to the State of Louisiana. The Proposer must provide a list of current or previous contracts and references for those contracts for verification.
2. Proposer must provide paper copies of, or an internet link to, two (2) years of annual financial statements, beginning with the most recently completed year (audited if available.) The financial statements should be detailed enough for DOA/State to analyze and assess the Proposer's financial position. Financial statements of the parent company are acceptable. If a parent company's financial statements are submitted, an annual report or a Secretary of State registration must also be submitted.
3. Proposer must have the ability to provide representation for all Unemployment Compensation hearings, as well as attend meetings and conduct trainings as requested. Proposer shall provide documentation substantiating this mandatory requirement.
4. Proposer must have the capacity to provide training in the processes and information necessary to effectively prevent unwarranted unemployment liability and ensuing expenditures. Proposer shall provide documentation substantiating this mandatory requirement.

**The State reserves the right to request additional information and documentation to support that the mandatory qualification was met by the Proposer prior to the deadline for receipt of proposals.**

***Section 1.8.1 Mandatory Qualifications: (REVISED TEXT)***

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1. Proposer must have experience in managing Unemployment Compensation Programs for the State of Louisiana OR at least one (1) public entity of similar, or larger, size, and complexity to the State of Louisiana. The Proposer must provide a list of current or previous contracts and references for those contracts for verification.

2. Proposer must provide **electronic copies of, or an internet link to**, two (2) years of annual financial statements, beginning with the most recently completed year (audited if available.) The financial statements should be detailed enough for DOA/State to analyze and assess the Proposer's financial position. Financial statements of the parent company are acceptable. If a parent company's financial statements are submitted, an annual report or a Secretary of State registration must also be submitted.
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4. Proposer must have the capacity to provide training in the processes and information necessary to effectively prevent unwarranted unemployment liability and ensuing expenditures. Proposer shall provide documentation substantiating this mandatory requirement.

**The State reserves the right to request additional information and documentation to support that the mandatory qualification was met by the Proposer prior to the deadline for receipt of proposals.**

***Section 1.9.1 Cover Letter (ORIGINAL TEXT)***

A cover letter should be submitted on the Proposer's official business letterhead explaining the intent of the Proposer. The letter should include the following:

- A brief statement of the Proposer's understanding of the scope of services to be performed;
- A confirmation that the Proposer has not had a record of substandard work within the last five years;
- A confirmation that the Proposer has not engaged in any unethical practices within the last five years;
- A confirmation that, if awarded the contract, the Proposer acknowledges its complete responsibility for the entire contract, including payment of any and all charges resulting from the contract;
- Any other information that the Proposer deems appropriate;
- The name and signature of an individual authorized to sign on behalf of the Proposer.

***Section 1.9.1 Cover Letter (REVISED TEXT)***

A cover letter should be submitted on the Proposer's official business letterhead explaining the intent of the Proposer. The letter should include the following:

- A brief statement of the Proposer's understanding of the scope of services to be performed;
- A confirmation that the Proposer has not had a record of substandard work within the last five years;
- A confirmation that the Proposer has not engaged in any unethical practices within the last five years;

- A confirmation that, if awarded the contract, the Proposer acknowledges its complete responsibility for the entire contract, including payment of any and all charges resulting from the contract;
- Any other information that the Proposer deems appropriate;
- The name and **electronic (or scanned original)** signature of an individual authorized to sign on behalf of the Proposer.

***Section 1.9.9 Certification Statement (ORIGINAL TEXT)***

The Proposer must sign and submit Attachment I, the Certification Statement.

***Section 1.9.9 Certification Statement (REVISED TEXT)***

The Proposer must sign electronically or submit a scanned signature on Attachment I, Certification Statement.

***Section 1.10 Number of Copies of Proposals (ORIGINAL TEXT)***

The State requests that seven (7) copies of the proposal be submitted to the RFP Coordinator at the address specified. At least one copy of the proposal shall contain original signatures of those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization. A certified copy of a board resolution granting such authority should be submitted if the Proposer is a corporation. The proposal containing original signatures will be retained for incorporation into any contract resulting from this RFP.

***Section 1.10 Number of Copies of Proposals (REVISED TEXT)***

The State requests that one copy of the entire proposal be submitted to the RFP Coordinator at the email address specified. The proposal shall contain electronic signatures or scans of original signatures of those company officials or agents who are duly authorized to sign proposals or contracts on behalf of the organization. An electronic signature as provided by LAC 4:I.701 et seq. is considered an original signature. A certified copy of a board resolution granting such authority should be submitted if the Proposer is a corporation. The proposal will be retained for incorporation into any contract resulting from this RFP.

***Section 1.11 Technical and Cost Proposals (ORIGINAL TEXT)***

The State requests the following:

- One (1) Original (clearly marked "Original") and six (6) numbered copies of the **technical proposal**. All should be clearly marked technical proposal.



- One (1) Original (clearly marked “Original”) and two (2) numbered copies of the **cost proposal**. All should be clearly marked cost proposal.

The cost proposal should be submitted separately from the technical proposal; however, for mailing purposes, all packages may be shipped in one container.

**Section 1.11 Technical and Cost Proposals (REVISED TEXT)**

The State requests the following:

- One (1) electronic copy of the Technical Proposal in both PDF and Microsoft Word formats. The file shall be named: RFP# 3000014726 Technical Proposal – [Proposer Name].
- One (1) electronic copy of the Attachment IV, Cost Proposal Template, in both PDF and Microsoft Word formats. The file shall be named: RFP# 3000014726 Cost Proposal – [Proposer Name].

If the file size of the proposal exceeds server requirements, the proposal may be broken into smaller emails with “Part 1 of \_\_\_\_” included at the end of each original file name (e.g. RFP# 3000014726 Technical Proposal– [Proposer Name] – Part 1 of 2).

**ATTACHMENT I: CERTIFICATION STATEMENT – (ORIGINAL TEXT)**

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

**OFFICIAL CONTACT.** The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)

- A. Official Contact Name: \_\_\_\_\_
- B. E-mail Address: \_\_\_\_\_
- C. Facsimile Number with area code: (     ) \_\_\_\_\_
- D. US Mail Address: \_\_\_\_\_

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate;

2. Proposer has experience in managing Unemployment Compensation Programs for the State of Louisiana OR at least one (1) public entity of similar, or larger size and complexity to the State of Louisiana. Proposer has provided a list of current or previous contracts and references for those contracts for verification.
3. Proposer has provided paper copies of, or an internet link to, two (2) years of annual financial statements, beginning with the most recently completed year (audited if available) and those financial statements are detailed enough for DOA to analyze and assess the Proposer's financial position. If a parent company's financial statements are submitted, Proposer has also provided an annual report or a Secretary of State registration.
4. Proposer has the ability to provide representation for all Unemployment Compensation hearings, as well as attend meetings and conduct trainings as requested. Proposer has provided documentation substantiating this mandatory requirement.
5. Proposer has the capacity to provide training in the processes and information necessary to effectively prevent unwarranted unemployment liability and ensuing expenditures.
6. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein.
7. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
8. Proposer's quote shall be valid for at least 180 calendar days from the date of proposal's signature below;
9. Proposer understands that if selected as the successful Proposer, he/she will have (10) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
10. Proposer shall certify, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in 2 CFR §200 Subpart F. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.)
11. Proposer understands that, if selected as a contractor, the Louisiana Department of Revenue must determine that it is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the LDR. Proposer shall comply with R.S. 39:1624(A)(10) by providing its seven-digit LDR account number in order for tax payment compliance status to be verified.
12. Proposer further acknowledges its understanding that issuance of a tax clearance certificate by LDR is a necessary precondition to the approval of any contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to any contract without penalty and proceed with alternate arrangements, should a prospective contractor fail

to resolve any identified outstanding tax compliance discrepancies with the LDR within seven (7) days of such notification.

13. Proposer certifies and agrees that the following information is correct: In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. Proposer also has not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.

Signature of Proposer or  
Authorized  
Representative

Typed or Printed Name:

Date:

Title:

Company Name:

Address:

City:

State

Zip:

#### **ATTACHMENT I: CERTIFICATION STATEMENT – (REVISED TEXT)**

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

**OFFICIAL CONTACT.** The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)

A. Official Contact Name:

B. E-mail Address:

C. Facsimile Number with area code: (      )

D. US Mail Address:

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature (**either electronic or scanned original**) below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate;
2. Proposer has experience in managing Unemployment Compensation Programs for the State of Louisiana OR at least one (1) public entity of similar, or larger size and complexity to the State of Louisiana. Proposer has provided a list of current or previous contracts and references for those contracts for verification.
3. Proposer has provided **electronic copies of, or an internet link to**, two (2) years of annual financial statements, beginning with the most recently completed year (audited if available) and those financial statements are detailed enough for DOA to analyze and assess the Proposer's financial position. If a parent company's financial statements are submitted, Proposer has also provided an annual report or a Secretary of State registration.
4. Proposer has the ability to provide representation for all Unemployment Compensation hearings, as well as attend meetings and conduct trainings as requested. Proposer has provided documentation substantiating this mandatory requirement.
5. Proposer has the capacity to provide training in the processes and information necessary to effectively prevent unwarranted unemployment liability and ensuing expenditures.
6. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein.
7. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
8. Proposer's quote shall be valid for at least 180 calendar days from the date of proposal's signature below.
9. Proposer understands that if selected as the successful Proposer, he/she will have (10) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
10. Proposer shall certify, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in 2 CFR §200 Subpart F. (A

list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.)

11. Proposer understands that, if selected as a contractor, the Louisiana Department of Revenue must determine that it is current in the filing of all applicable tax returns and reports and in payment of all taxes, interest, penalties, and fees owed to the state and collected by the LDR. Proposer shall comply with R.S. 39:1624(A)(10) by providing its seven-digit LDR account number in order for tax payment compliance status to be verified.
12. Proposer further acknowledges its understanding that issuance of a tax clearance certificate by LDR is a necessary precondition to the approval of any contract by the Office of State Procurement. The contracting agency reserves the right to withdraw its consent to any contract without penalty and proceed with alternate arrangements, should a prospective contractor fail to resolve any identified outstanding tax compliance discrepancies with the LDR within seven (7) days of such notification.
13. Proposer certifies and agrees that the following information is correct: In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. Proposer also has not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.

Signature **(either  
electronic or scanned  
original)** of Proposer or  
Authorized  
Representative

Typed or Printed Name:

Date:

Title:

Company Name:

Address:

City:

State

Zip: